



ACCORD CUSTOMER CARE SOLUTIONS LIMITED

2003 First Half Financial Results

Analyst Briefing

31 July 2003



Major Corporate Developments

March 2003	<ul style="list-style-type: none">• Listed on the SGX mainboard on 14 March 2003• Results Announcement (FY2002)
April 2003	<ul style="list-style-type: none">• Added 33 new service centres - 29 in China, 1 in Singapore and 3 in Thailand• Added 36 repair management centres - 31 Sony Ericsson, 4 MOTOServiceOnes and 1 Siemens• Added 4 Chinese Brands - CECT, Daxian, Haier and TCL
May 2003	<ul style="list-style-type: none">• Results Announcement (1Q2003)• Added 5 service centres - 1 Alcatel in Malaysia; 2 DTAC Service Halls and 1 Nokia in Thailand; and 1 Nokia in Singapore
June 2003	<ul style="list-style-type: none">• Awarded Alcatel Global Partnership Contract for Asia (excluding Hong Kong SAR and the PRC); South Pacific; the Middle East; the Indian Sub-continent; and Africa
July 2003	<ul style="list-style-type: none">• Added 7 service centres - 1 Nokia in Indonesia; 1 Nokia, 1 Philips and 1 Sony Ericsson in Malaysia; 1 Cellstar in Singapore; 1 LG in Taiwan; and 1 Nokia in Thailand• Added a global brand - LG, and a Chinese brand - Bird• Results Announcement (2Q2003)

ACCS Network

	As at 31 Dec 02	As at 30 Jun 03	As at 31 Jul 03
Brands	18	21	21
Centres	98	145	156
Repair Management Centres	110	168	168
Countries/Territories	12	14	14
Cities	25	40	42

Financial Highlights



Financial Highlights

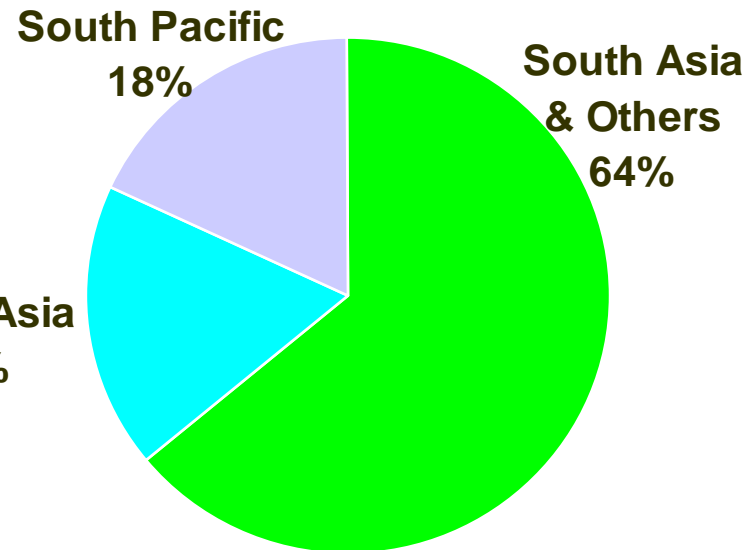
\$ million	2Q FY03	1Q FY03	Growth (%)
Revenue	22.7	15.8	44
Other Operating Income	2.3	3.2	(29)
Profit before Tax	5.6	3.5	57
Net attributable Profit	4.7	3.0	57
EPS (cts)	0.75	0.54	39
Operating Margin (%)	24.5	22.6	-

Financial Highlights

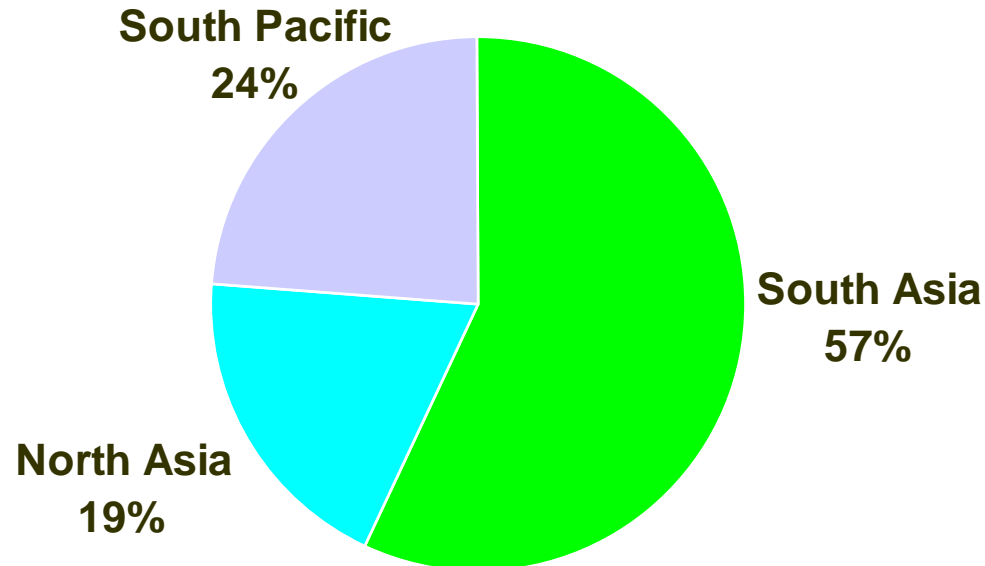
\$ million	1H FY03	1H FY02	Growth %	2Q FY03	2Q FY02	Growth (%)
Revenue	38.5	31.3	23	22.7	18.1	25
Other Operating Income	5.5	2.5	126	2.3	2.4	(4)
Profit before Tax	9.1	7.3	24	5.6	4.6	21
Net attributable Profit	7.7	5.7	35	4.7	3.5	34
EPS (cts)	1.29	1.05	23	0.75	0.65	15
Operating Margin (%)	23.7	23.5	-	24.5	25.2	-

Contribution by Region

Revenue



1H FY2003



1H FY2002

Balance Sheet Highlights

	30 June 03 \$ million	31 March 03 \$ million
Net Cash Position	26.9	26.9
Bank Borrowings	8.4	3.6
Stock	10.8	10.1
Trade Receivables	22.6	15.7
Trade Creditors	8.2	7.1
Other Receivables & Prepayment	11.1	13.4
Goodwill	12.7	11.2

Q & A

